

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Food Service Assistant Manager

Class Code: 70181

A. Purpose:

Assists in planning, organizing, and directing the operation of an institutional food service, or supervises and directs a large ancillary operation such as a canteen and/or catering to facilitate efficient functioning necessary to meet institutional needs and to ensure compliance with governmental regulations and budgetary restraints.

B. Distinguishing Feature:

The Food Service Assistant Manager either assists the food service manager in the management of a large food service operation or supervises a large ancillary organization such as a canteen and/or catering operations. The position is involved in planning, setting procedures and developing policy for the organization.

The Food Service Supervisor participates in actual food preparation and does not set policy or related activities.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)

1. Directs food service staff, residents, or students employees engaged in preparing meals, special diets, snacks, banquets and other food related functions to ensure deadlines are met and quality and quantity standards are satisfied.
2. Plans and develops budgets, costing methods, menu cycles and staffing levels to provide efficient food service practices.
3. Orders food and supplies ensuring delivery, receipt and proper storage and maintains inventory control systems to ensure adequate resources are available to carry out food service activities.
4. Develops policies and procedures for the food service operation in accordance with personnel, sanitation, and nutritional regulations to ensure that all food service activities are structured, consistent and efficient.
5. Supervises subordinate staff to ensure that the objectives of the work unit are met.
 - a. Interviews and selects staff.
 - b. Provides training and work direction.
 - c. Approves leave requests.
 - d. Addresses staff problems and recommends disciplinary action.
 - e. Conducts performance appraisals and completes performance documents.
6. Sets and enforces sanitation practice standards by monitoring cleaning schedules and procedures to ensure compliance with sanitary regulations and to provide a clean working atmosphere.
7. Meets with group representatives to plan and organize banquets or other catering functions.

8. Projects budgetary needs and prepares budgets, which will provide the funding, required to continue food service operations.
9. Performs other work as assigned.

D. Reporting Relationships:

Supervises food service supervisors who handle daily supervision of food service facilities through assigning and evaluating food service employee's work and participating in preparation and serving of food.

E. Challenges and Problems:

Challenges include obtaining food and supplies in a manner that will meet budget restrictions, hold inventory costs down, and satisfy quality and quantity standards; enforcing compliance with strict sanitary policies without sacrificing efficiency of food preparation and disbursement; resolving personnel problems and customer complaints; last minute food orders; planning menus that are appealing and provide variety; and developing policies and procedures which promote efficient food service operations.

Typical problems include staff shortages due to turnover or illness, menu substitutions, unused inventory and equipment failure.

F. Decision-making Authority:

Decisions include fulfilling staffing requirements; food and supply purchases; approving daily operations; work schedules and assignments; preliminary budget projections; yearly planning; training necessary for food service staff; and operational policies and procedures.

Decisions referred include approving major purchases of equipment, establishment of new positions, special pricing, promotions and advertising materials, and the food service budget.

G. Contact with Others:

Daily contact with dietary and nursing staffs to discuss dietary changes, with group representatives to discuss catering functions, with purchasing agents and business managers to discuss purchases, with maintenance staff for needed repairs. Weekly contact with food and equipment surveyors regarding orders and deliveries, and with institutional administration to discuss personnel matters, policies and fiscal information.

H. Working Conditions:

Typical office environment although there may be occasional exposure to kitchen hazards such as slippery floors, hot items and industrial cooking equipment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- principles and practices of institutional food service management, including accounting, budgeting, inventory control, purchasing, nutrition, menu planning, personnel, sanitation;
- effective methods of supervision.

Ability to:

- communicate ideas and information clearly and concisely;
- establish and maintain good working relationships;
- evaluate food service operations objectively;
- facilitate efficiency and cost effectiveness.